FAISAL MUBEEN SIDDIQUI

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PROFESSIONAL SUMMARY

Certified ServiceNow System Administrator (CSA) and Trainee Associate with hands-on experience in configuring ITSM modules, automating workflows using Flow Designer, and managing users, groups, and role-based access. Strong working knowledge of ServiceNow scripting fundamentals (JavaScript, client-side and server-side logic), notifications, and reporting. Experienced in Agile environments, with a solid technical foundation in Python and web technologies, focused on building efficient ServiceNow solutions with supporting custom development when required.

EXPERIENCE

Trainee Associate, TechnoGen India, Hyderabad   **May 2025 – Present**

- Configured ITSM features by customizing Incident forms, creating custom fields, extending category values to support new processes.
- Managed user administration by creating support groups, assigning itil roles, maintaining group hierarchies and user–manager relationships.
- Deployed Service Catalog items using Update Sets following retrieve, preview, and commit best practices.
- Implemented auto-assignment of incidents using Services and Service Offerings and configured Priority 1 incident email notifications.
- Created and published role-based Knowledge Base articles and built scheduled reports for weekly incident review.

PROJECTS

ServiceNow Capstone: IT Service Management Automation

- Customized Incident management by adding fields, modifying form layouts, extending category choices to support specialized incidents.
- Implemented user administration by creating a child support group, assigning itil roles, and managing group membership and access.
- Automated Service Catalog fulfillment using Flow Designer with manager approvals, conditional logic, sequential catalog task assignment.
- Deployed configurations using Update Sets and validated workflow execution through Flow Designer executions.
- Created role-based Knowledge Base articles, configured Priority 1 incident notifications, and scheduled weekly operational reports.

Smart Expense Tracker | React, JavaScript, CSS | GITHUB | DEMO

- Developed a full-stack personal finance tracker with **budget alerts** and interactive **analytics**
- Improved mobile responsiveness to **100%** and reduced page rendering time by **~25%.**

TECHNICAL SKILLS

ServiceNow: ITSM, Incident Management, Service Catalog, Flow Designer, Users, Groups & Roles, Services & Service Offerings, Knowledge Management, Notifications, Reports & Scheduling, Update Sets
Scripting & Programming: JavaScript (ServiceNow scripting fundamentals), Python
Web: HTML, CSS, React
Databases & Tools: SQL, Git, VS Code
Methodologies: Agile (Scrum)

EDUCATION

M. Tech in Computer Science & Engineering – Amity University, Lucknow
August 2023 – June 2025 | CGPA: 8.67
B. Tech in Computer Science & Engineering – BBD Institute of Technology and Management, Lucknow
August 2019 – June 2023 | CGPA: 7.97

CERTIFICATIONS

ServiceNow Certified System Administrator (CSA) – 2025
Big Data Computing (NPTEL, IIT Kanpur) - 2024 | Elite
Machine Learning & AI – PrepInsta - 2024
Python Programming - IIT Kanpur –2021

ACHIEVEMENTS

- Scored **8.0/9** in **IELTS Academic** (English Language Proficiency Test)

PUBLICATION

- Detection of Parkinson Disease using Machine Learning Techniques – Published in Taylor & Francis (Scopus Indexed), ICRACS 2024